# New York State DOH Health Home Care Management Reporting Tool (HH-CMART) Bi Weekly Support Calls – Session #16 September 4, 2013



## **Questions?**

- Please submit your questions in writing to the webinar
- If you would like to ask your questions, raise your hand (making sure you have entered your audio pin code) and we will unmute the call one at a time
- We are working on a Question and Answer document that will be posted on the Health Home website under the HH-CMART section

#### **AGENDA**

- Overview of August 5, 2013 Submission
- Intake Issues
- Data Completeness Issues
- Next Steps
- Next Submission

#### Overview of August 5, 2013 Submission

- 31 Health Homes submitted files with only one HH still outstanding due to systems issues.
- ▶ 70,225 HH segments were submitted for 68,719 members.
- ▶ 32,591 segments reported the member as engaged.
- Chronic Adult and Behavioral Health were the two dominant program types reported.

Clarifications related to sending/receiving files



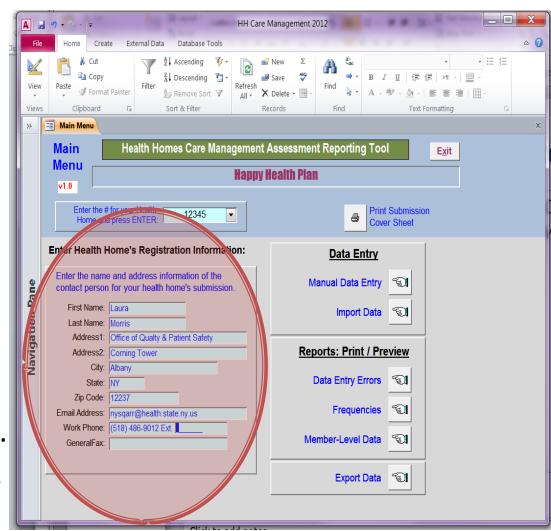
#### SUBMISSION FILE FORMAT

- Lead Health Homes should submit the Access HH-CMART tool itself, <u>not</u> an Excel file.
  - Exported Excel files should not be submitted to DOH (see note below).
  - Files intended for importing into the HH-CMART should not be submitted.
- 2. Reminder re: Export feature
  - The purpose of the Export feature is to output the current submission so the HH can:
    - a. Archive the submission in Excel for future reference, and/or
    - b. Use the file as a template for updating information for the next submission (which could then be imported back into the tool).

#### IMPORT TEMPLATE

- 1. Incorrect Template
  - An older version of the template has an incorrect column title for EngagedCM so that element does not import into the HH-CMART.
  - Be sure to use the correct version of the template at:
     http://www.health.ny.gov/health care/medicaid/program/medicaid health homes/assessment quality measures/process measures.htm
- Incorrect column names and/or formats; Added/merged columns
  - If you modify the import template, be sure to return the file to the original structure and column formats before importing.
     Otherwise data will not be imported correctly (if at all).

- MISSING REGISTRATION INFORMATION
  - HH contact information should be entered on the front page of the HH-CMART (after choosing your HH # from the drop down menu)
  - Enter staff person who should be contacted with data/submission questions.
  - Must be <u>manually entered</u>.



Clarifications to improve the quality of the information submitted/received



#### HH ID CLARIFICATION

- The HHID submitted should be that of the <u>lead</u> Health Home.
- Contact the Health Home Team if you are unsure about what your HHID should be and/or if your lead HH is not a listed option in the HH-CMART tool.
- This element should be submitted for all members/segments.

#### PLAN ID CLARIFICATION

- This should be the OMC health plan ID for the member's Medicaid managed care health plan.
- This element should be submitted for all members/segments.
- We are working on compiling a reference document listing all Plan IDs for distribution to all HH/provider staff.

#### MISSING VALUES

- Elements 1 17 are required for all members/segments
   (excluding those elements which DOH will extract from the Patient Tracking System).
- Elements 18 34 are <u>required for all engaged</u> members/segments
- Missing for Critical Elements:
  - 4 segments were missing Medicaid CIN (#4)
  - 3.4% of segments missing EngagedCM (#17)
- Elements with Substantial Missing:
  - Outreach Effort (#12) 43.6% of segments missing
  - Program Type (#9) 39.5% missing; Of engaged 24.2% missing.

#### DUPLICATE CINS

- Duplicate CINS are allowed within a HH submission for cases where there are separate, unique segments for that member either with one provider or across providers within the HH.
  - These segments should not overlap, especially as data systems improve the ability to avoid two providers outreaching simultaneously to the same member.
  - A member should not be engaged with two providers in a HH simultaneously.
- DOH will be reviewing an error report flag related to this issue. For now, HHs should use the duplicate CIN flag to insure that members are not being doubly served.

#### USING SPECIFIED RESPONSE VALUES

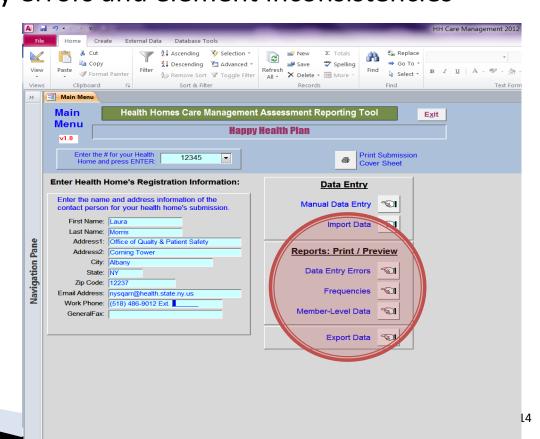
- Only those response values indicated in the Technical Specifications should be submitted.
  - The most recent specifications are available for download at: <a href="http://www.health.ny.gov/health-care/medicaid/program/medicaid-health-homes/assessment-quality-measures/process-measures.htm">http://www.health.ny.gov/health-care/medicaid/program/medicaid-health-homes/assessment-quality-measures/process-measures.htm</a>
- Avoid adding additional spaces or characters.
  - For example "HH Children" is treated separately from "HH-Children".
- Use the HH-CMART error and frequency reports to identify these issues prior to submission.
  - Incorrect values are indicated with a "\*".

▶ HH-CMART ERROR/FREQUENCY REPORTS

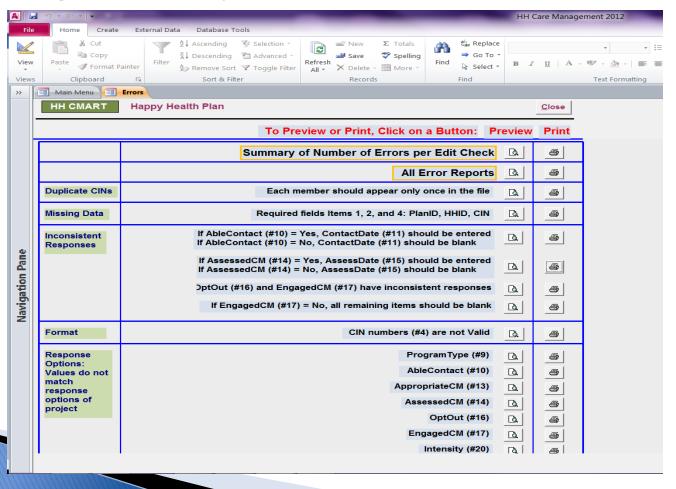
 Once data are entered/imported into the HH-CMART tool, please review the error and frequency reports to identify (and resolve) any data entry errors and element inconsistencies

prior to submission.

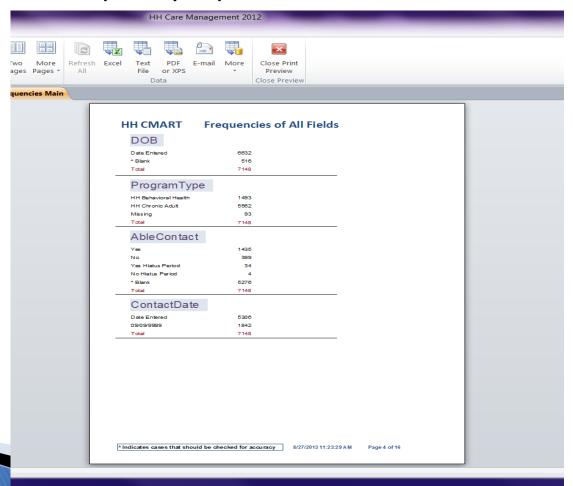
 Accessing the reports in the tool:



- ▶ HH-CMART ERROR/FREQUENCY REPORTS
  - Viewing the error reports:



- ▶ HH-CMART ERROR/FREQUENCY REPORTS
  - Viewing the frequency report:



# **Looking Ahead**

Next Steps and Upcoming Deadlines



## Next Steps – DOH

- Distribute a *Modified* HH-CMART Tool and Specifications
  - PlanID (#1) Modifying field to adjust for characters in some plan IDs.
  - <u>CIN (#4)</u> Changing the parameters of the duplicate CIN edit check to identify unique segments.
  - ProgramType (#9) Adding response options of 'Substance Use', 'HIV', and 'Not able to contact'.
    - Latter to be used when the member has not been able to be contacted and the reason for care management services is unknown.

# Next Steps – DOH

- Distribute a *Modified* HH-CMART Tool and Specifications
  - AbleContact (#10) Changing error report logic to not identify 'blank' for people already in CM as an inconsistent response.
  - AppropriateCM (#13) and AssessedCM (#14) adding response option for 'In Progress' for situations where the intake is still occurring and the determinations cannot be made by the end of the reporting period.
  - OptOut (#16) Adding response options of 'In Progress' and 'Not Able to Contact'

## Next Steps – DOH

- 2. Send Health Home Specific Feedback
  - DOH will be distributing a data completeness
     summary to each lead Health Home in the next few weeks.
    - This summary will highlight data issues related to missing information, incorrectly specified responses, and illogical associations across elements.
    - Many of these issues can also be identified through the HH-CMART's error and frequency reports.
  - The next 'next step' Feed back measure and programmatic summaries to HH's.

# Next Steps – Health Homes

- Make corrections to data systems/collection process
  - In most cases <u>Health Homes will not be required to</u> <u>resubmit</u> corrected data where we find incompleteness or inconsistencies.
  - Instead we are asking that you to focus on correcting your HH's collection and systems issues to improve data quality for future submissions.

#### **Next HH-CMART Submission**

#### When to Submit

Monday, November 4, 2013

#### What to Submit

- Data for ALL elements in the HH-CMART tool.
- This will include all data for the <u>third quarter of 2013</u> (July September 2013) .
- The report date field for this report is 3/2013.
- All data should be entered into the HH CMART (Access) tool and the tool itself should be submitted.

#### **Who Submits**

 Lead Health Homes are responsible for sending data for all downstream HH's and CM providers.

#### **Next HH-CMART Submission**

#### **How to Submit**

- The CMART tool should be submitted using the <u>NEW</u> HCS Health Home CMART File Upload application.
  - 1. Log into the HCS.
  - 2. Click the 'Applications' tab at the top of the Home page.
  - 3. Click on the 'H' tab at the top of the Applications page.
  - 4. Find the "Health Home CMART File Upload" link.
    - Clicking on the link will bring you directly to the upload page.
    - Clicking on the "+" icon in the 'Add/Remove' column will add it to "My Applications" on left side of screen for future access.
  - 5. Click "Browse" to choose the CMART tool for submission. Include any comments in the box. Click "Upload".
  - 6. The file will be sent directly & securely to the QARR BML email account. We will notify you of receipt.

# Feedback and Help

- We encourage your feedback by either:
  - Emailing the Health Home Team with the subject of Quality Metrics via the Health Home website at: <a href="https://apps.health.ny.gov/pubdoh/health-care/medicaid/program/medicaid-health-homes/emailHealthHome.action">https://apps.health.ny.gov/pubdoh/health-care/medicaid/program/medicaid-health-homes/emailHealthHome.action</a>
     or
  - Calling the Health Home provider line: 518.473.5569
- Additional HH-CMART resources are available at:
   http://www.health.ny.gov/health\_care/medicaid/program/medicaid\_health\_homes/assessment\_quality\_measures/process\_measures.htm

## **Ongoing support**

- Weekly support calls are now Bi-Weekly, Wednesdays from 10 a.m. to 11 a.m.
  - The next call will be September 18, 2013. We will discuss data logic checks and how these data will be used by DOH going forward.
- DOH expects to release FAQ's and Case Scenarios soon.
- Slides from all webinars can be accessed by visiting the Health Home website at:

http://www.health.ny.gov/health care/medicaid/program/med icaid health homes/meetings webinars.htm

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